Statement of Work
Questions and Answers
Minnesota Department of Employment and Economic Development
Unemployment Insurance Program
Support Services Business Continuity/Disaster Recovery

Project Deliverables

Under Deliverable #2: Validate results of previous business risk and vulnerability assessment on internal services supporting UI and deliver a findings and recommendations document based off of the following components:

Question & Answer:

1. Who/what role-org will sign off on business process risks, controls?
   - Steering Committee. The steering committee is made up of the Division Director or their delegate for each support division listed in this statement of work, plus the Administrative and Financial Services Director and the Project Manager.

2. Who will approve risk mitigation strategies, each individual organization leader, overall leader, both, others?
   - Steering Committee.

Under Deliverable #3: Produce individual contingency plans by conducting contingency planning activities using DEED's current BIA findings, existing logical and physical design diagrams, business process, organization charts and other STATE-supplied templates and documentation.

Question & Answer:

1. Can you please provide a brief explanation of functions performed by MN.IT@DEED?
   - MN.IT@DEED Processes are:

     Application Support
     Disaster Recovery Management
     Print Operations Support
     Technology Support
     Resource Management
     Service Desk
     Application Development
     Project Management

Under Deliverable #4: Conduct contingency planning activities using DEED's current UI IT Recovery documentation, existing logical and physical design diagrams, and other STATE-supplied templates and documentation to capture and document the processes for the implementation, fail-over and fail-back between the UI Production system and the UI Expansion system. This includes all critical sub-systems associated with and integral to recovery of the overall UI production system.

Question & Answer:

1. Has UI Expansion been fully implemented?
    *   No. The expansion system is currently being installed and configured adjacent to the current production system. Test interfaces are scheduled to be tested in September/October 2012. Firewalls to be built in November 2012. Practice operationalizing environment moves between systems is scheduled for December 2012, January 2013. This is the time slot that work associated with deliverable #3 can begin.

2. How do you expect the project to capture and document recovery solutions that are approved with the recovery strategy that are not yet designed or implemented at time of strategy approval?
    *   The recovery solution was approved in the fall of 2011. Design was completed in winter 2012. Installation of the expansion system is currently underway, so implementation is inevitable. December 2012 through February 2013 is when environment moves between the two systems will be tested. Documentation should begin during this phase of implementation. The expansion system itself will move out of the data center at an unknown future date. Therefore, the consultant's responsibility is to document environment moves between the two systems. Documentation after the expansion system is moved at some future date is not in the scope of this project, unless the move schedule places the expansion system at an offsite location prior to the end of calendar year 2103.

3. Is MN.IT, as a technology provider to UI, considered in-scope of documenting recovery procedures or shall it be treated as a 3rd party provider with service level requirements?
    *   MN.IT@ DEED is in scope for documenting recovery procedures. MN.IT Central is not in scope and will be treated as a 3rd party provider bound to service level requirements.

Under Deliverable #5: Enhance/update the overarching "DR Strategy" document and all existing UI contingency plans based on strategies developed for UI internal support services.

Question & Answer:

1. How many existing UI Contingency plans and strategy documents are there, such that they may be required to be updated as a result of new strategies?

- Currently there are 6 UI-specific plans. The requirement is to validate and revise plans to ensure potential modifications to strategy are taken into consideration and plans updated accordingly.

Under Deliverable #6: Document 'Security Credentialing' process to be followed during incident management and exercises. This includes developing procedures to ensure DEED assets in the headquarters location are secured by DEED staff, should the building become unstable.

Question & Answer:

1. How many stakeholders do you expect will be required to review and approve "Security Credentialing"?
   - The Steering Team.

Under Deliverable #7: Document currently undocumented, day-to-day operational procedures for internal services supporting UI.

Question & Answer:

1. Are the day-to-day operational procedures limited to the five (5) internal support services identified in "Project Deliverables" section?
   - Yes. However, one (1) of the five (5) have already been documented. Leaving four (4) needing documentation. Those are:
     i. AFS = 11 processes, plus validation and modification if necessary, of four (4) print and mail procedures.
     ii. Commissioner's Office = 3 processes
     iii. Communications Analysis and Research (CARD) = 4 processes
     iv. MN.IT@DEED = 8 processes
     v. HR = 7 processes, currently 90% complete

2. How many primary workflows in each of the five (5) internal support services identified in "Project Deliverables" section, do you expect will require operational procedures to be created from scratch?
   - 26 (twenty six)

3. Please confirm whether the State supplied UI subject matter experts for internal services supporting UI will be able to effectively identify day-to-day operational procedures.
   - The subject matter experts (SMEs) will be available for this purpose. SMEs will be those within the unit being documented as the day-to-day operational procedures include all procedures, not just the UI component.

4. Is there a standard template/s expected for documenting day-to-day operational procedures? If so, can we get/see a copy of template/s prior to SOW due date?
   - There is no standard currently in use at DEED.

Under Deliverable #8: Document procedures for the various teams in the Incident Command Structure under the Logistics and Finance section including, but not limited to, Damage Assessment, Facilities, Procurement, Contracting, HR Communications, Safety, Cost Tracking, Payroll & Time Tracking and Vendor Management.

Question & Answer:

1. Who is expected to update the actual recovery solutions in the state recovery plan repository?
   - DEED will be making these updates to the state repository.

Under Deliverable #9: Develop and Execute:

Question & Answer:

1. Do you expect multiple scenarios to be tested in each table top or do you expect single scenarios to be tested in each table top exercise?
   - Multiple scenarios.

2. Do you expect an entirely different recovery scenario for the "final table top" exercise or a repeat of an original scenario?
   - Different scenario, but must also touch on improvements made from lessons learned from previous exercises.

3. Who do you expect to participate in the "final table top" exercise, Incident Command Team, UI Directors, IT & Business Teams?
   - All of the above will participate.

Project Type

Question & Answer:

1. Is the state willing to accept progress payment billing terms on fixed-price deliverables, based on mutually agreeable terms?
   - Yes.

Project Environment

c) Basic org structure references "Project Consultant, P/T Contractor".

Question & Answer:

1. Is this contract intended to be part-time? If so, please provide a description for the acceptable consultant time/week to be expended on the project.
   - This is completely dependent on the contractor's proposed work schedule. The project must be completed by 12/31/2013. Therefore, working backwards from that date should assist in determining whether this will require full time or part time effort.

2. If so, and the project schedule adheres to the requirement of Dec. 2013 completion, is the state willing to accept periods of time where primary consultant will not be servicing the project (i.e. weeks where no hours will be applied to the project)?
   - Yes.

3. If not intended for part-time services, are State subject matter experts readily available to support a full-time assignment for completion of 40 hr/week project schedule?
   - Yes, whether full or part time.

General

Question & Answer:

1. Is there an approximately number of business processes to which day-to-day operational procedures that will need to be produced?
   - Yes. 26 processes need day-to-day operational procedures to be documented.

2. Will the vendor be responsible for identifying, advising, and/or scoping external contracts or services needed to support work area recovery?
   - Yes.

3. Is it desired or preferred that a State of MN/UI Business Continuity planning software/tool be utilized in the course of this project, if so which system?
   - No. The consultant is required to create plans based off a Microsoft Word template supplied by the state.